

## North Yorkshire County Council

### Police and Crime Panel

Minutes of the meeting held on Thursday 19 April 2018, commencing at 11:00 am at County Hall, Northallerton.

#### Present:-

Councillors: Val Arnold (Ryedale District Council), Michael Chambers MBE (Harrogate Borough Council), Peter Dew (City of York Council), Carl Les (North Yorkshire County Council), Peter Madeley (Craven District Council), Sandra Turner (Scarborough Borough Council) and Peter Wilkinson (Hambleton District Council).

Community Co-opted Members: Santokh Singh Sidhu.

Julia Mulligan (Police and Crime Commissioner).

Acting Chief Constable Lisa Winward (North Yorkshire Police – for Item 10).

North Yorkshire Fire and Rescue Authority appointed observers: Councillor Tony Richardson (Vice Chair, NYFRA)

Officers from the Office of the Police and Crime Commissioner: Fraser Sampson (Interim Chief Executive Officer), Michael Porter (Chief Financial Officer), Will Naylor (Deputy Police and Crime Commissioner) and Tom Thorp (Policy and Scrutiny Manager).

Dr Justin Ives (Chair, North Yorkshire Community Safety Partnership) – for Item 11.

Stuart Simpson (Chair, Safer York Partnership) – for Item 11.

Odette Robson (Head of Safer Communities, NYCC) – for Item 11.

Jane Mowat (Head of Community Safety, City of York Council) – for Item 11.

Officers from NYCC: Diane Parsons (Panel Secretariat).

#### Apologies:

Councillors: Mel Hobson (Selby District Council), Russell Lord (Richmondshire District Council), Ashley Mason (City of York Council).

Community Co-opted Members: Paula Stott.

North Yorkshire Fire and Rescue Authority appointed observers: Councillor Andrew Backhouse (Chair, NYFRA)

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**Copies of all documents considered are in the Minute Book**

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#### 276. Minutes

##### Resolved –

That the Minutes of the meeting held on 6 February 2018, having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

**277. Declarations of Interest**

Councillors Val Arnold and Tony Richardson notified that they are Members of the North Yorkshire Fire and Rescue Authority.

**278. Public Questions or Statements**

The Panel was advised that no notice had been received of any public questions or statements to be made at the meeting.

**279. Members' Questions**

The Police and Crime Commissioner (PCC) was asked by a couple of Members to comment on recruitment of PCSOs and Specials following a number of these recently moving up to fill positions as regular officers in the force, and was asked to specify current numbers for both. The PCC was unable to provide these figures at the meeting but advised where they could be located on the OPCC website. Concerns were also expressed about PCSO numbers operational in the York area. The PCC advised that there are 54 PCSOs in York and shift patterns will determine how many are operational at any one time. A press article had been released suggesting that 25 PCSOs were operational and the PCC stated this was incorrect but recognised that there are public concerns in York about deployment of PCSOs and their numbers. The PCC outlined her plans for the forthcoming survey of neighbourhood policing, the feedback to which will help inform the transformational plans for the future operating model for the force. The Panel will be advised when the survey is to be launched and will take a report on its outcomes.

Further to follow-up questions on this, the Deputy Police and Crime Commissioner (DPCC) expanded that work is underway to improve engagement by PCSOs at parish councils, including improving the reports provided for these meetings by the force. A couple of Members commented that they had been pleased with PCSO attendance at parish level meetings and where locality issues had been reported. The PCC welcomed the feedback but commented that this had not been consistent across the patch so the forthcoming survey will help to identify where things are working well and what can be learned.

The PCC was invited to comment on the publicised plans for investment into the Force Control Room (FCR), including whether a costed feasibility study had been done prior to agreeing the investment and how the investment breaks down. The Panel were advised that a business case was done by the force and there had been a lot of scrutiny of this. The PCC's concern was more around the staffing plans for the FCR focussing on recruiting to peak demand and potentially being over-resourced. It was agreed that further written detail should be provided on the investment plans and the Panel will be taking a paper on this issue at the meeting to be able to consider further.

The PCC was asked to update the Panel on the retirement of the Chief Constable, Dave Jones, in respect of her plans for the recruitment exercise. The provisional timetable currently would lead in to interviews around the middle of June 2018, but this had not been confirmed and the PCC is keen that a range of stakeholders are invited to be involved in this process. The Panel will make arrangements for a confirmation hearing for the proposed appointee once the recruitment timetable has been confirmed.

**280. Update following presentation of the Panel's Annual Report to the Harrogate Borough Council Crime and Disorder Committee**

Considered -

The report of the Panel Secretariat updating on issues raised by the Harrogate Borough Council Crime and Disorder Committee on 19<sup>th</sup> March 2018 and seeking comments from

the PCC on the issues or queries raised, where appropriate, to assist in responding to the Committee.

The Chair advised that he and the Secretariat officer had attended not only the meeting at Harrogate Borough Council but also a similar meeting at Craven District Council on 11<sup>th</sup> April 2018. While this had missed the opportunity to publish a similar report with the agenda pack for Panel, the Chair felt it would be useful to verbally raise the key points highlighted at that meeting with the PCC.

The PCC was firstly invited to comment on the query raised at Harrogate Borough Council regarding how police pensions are paid for and whether this would be met by the uplift in Council Tax precept. The PCC advised that the plans put forward for the agreed precept levy and in the leaflets which later went out to households made it clear what the Policing Priorities Fund would be for. Michael Porter clarified that there is no direct payment from the force budget for a pension when an officer retires (and therefore no payment coming from Council Tax) and that the employer contributes to the pension fund which is paid to the retiree. The exception is where the force makes a decision to medically retire an officer or they retire on ill health grounds and a proportion of the pension is charged locally.

Councillor Madeley was invited to share his observations on the meeting held at Craven District Council and he felt that it would be useful for fellow Panel Members to reflect on how regular communications can be maintained by them to update on Panel business in their constituent authority areas.

The Secretariat officer outlined three key points raised at the Craven District Council meeting:

#### Skipton murder – case review

A local Member had expressed particular concerns regarding this case and the handling by the force. The PCC confirmed that she would be happy to liaise with the Member in question directly to address particular concerns and that there is a review underway in Skipton. This review is similar to a formal Domestic Homicide Review.

#### Child Sexual Exploitation (CSE)

The PCC was invited to comment on how much is being done to ensure that North Yorkshire Police are giving adequate attention to CSE in North Yorkshire. The PCC commented that Sergeant Paul Evans in Skipton has a solid understanding of the local community and works closely with colleagues in West Yorkshire on related issues; as such she has confidence that this is being dealt with adequately by the local force.

#### Scams, online fraud and cybercrime

A number of the Members at the Craven Committee had expressed concerns about vulnerable people in their communities being targeted by scams and whether more could be done to promote awareness of scams. The PCC outlined the work being done through NYCC Trading Standards on training 'Scambassadors' within communities to help identify and support people deemed at risk of being targeted. Individuals should call 101 if they have concerns about scams. The Chair advised that some Members at the Committee weren't making use of community messaging so further communications were being co-ordinated through the Scrutiny Officer there to rectify this. The DPCC expanded on work underway with the major banks around the thresholds set for "gross incompetence" on the part of individuals who have been defrauded and as such whether the banks will refund monies to them. The PCC has met with some of the banks to discuss this and improve the situation. The Panel were also advised that neighbourhood policing teams can assist vulnerable individuals by providing stickers for phones which advise what to do if suspecting a scam. The OPCC have also been working with the Community Learning Partnership to integrate fraud learning and advice into community learning projects.

As a result of the issues raised through the two Committees and by the Panel subsequently, the PCC offered to provide further briefings for the Panel on scams/online fraud and cybercrime.

**Resolved -**

That the Panel:

- (a) note the update provided, including the responses provided by the PCC.
- (b) share the responses with the Chairs of the Harrogate and Craven Crime and Disorder Committees;
- (c) will schedule future updates on scams/online fraud and cybercrime.

**281. Performance Reporting Update**

Considered -

- (a) The report of the Police and Crime Commissioner setting out how the PCC undertakes scrutiny and performance monitoring of North Yorkshire Police, and more widely of the Criminal Justice system and services in North Yorkshire; and
- (b) The performance update (“dashboard report”) for North Yorkshire as at February 2018.

The Chair and Councillor Wilkinson welcomed the report from the PCC on performance monitoring, particularly in relation to the commentary provided for the Panel on page 19. Councillor Wilkinson invited the PCC to bring back further information to a future Panel on her wider work in relation to the criminal justice system and it was agreed this would be added to the forward plan. The PCC also highlighted the range of work that she does around commissioning for areas such as victims’ services, and that as some of these services are to be re-commissioned soon, it may be a good time for the Panel to look at these further if they wish.

The PCC was asked how the force is making arrangements to deal adequately with the forecasted rise in demand for the 101 service over the summer months and the Panel was informed that the PCC’s investment in the Force Control Room was intended to ensure readiness for summer. New recruits are expected to be operational in June 2018.

**Resolved -**

That the Panel:

- (a) Note the reports provided; and
- (b) Schedule briefings on criminal justice and commissioning into the forward plan.

**282. Chief Executive Officer Arrangements**

Considered -

The oral update of the Police and Crime Commissioner regarding arrangements for the Chief Executive Officer.

Councillor Wilkinson welcomed the PCC’s comments in the Decision Notice regarding wanting to review the force’s employer policy around payment of back pay for periods of sickness absence where staff retire on grounds of ill health.

**Resolved -**

That the report be noted.

**283. Updates to the Panel's Complaints Handling Literature**

Considered -

The report of the Panel Secretariat asking the Panel to agree updated versions of the Panel's complaints handling literature.

Diane Parsons outlined in broad terms the suggested revisions to the Panel's complaints handling literature, driven in part by changes to external bodies and their complaints systems, as well as being able to use the benefit of the Panel's experience of complaints over the last five years to identify where the material could benefit from being updated or clarified.

Santokh Sidhu noted that the Panel's complaints handling processes have worked well so didn't feel changes would be needed to these. It was clarified that the changes would not affect current processes, just the explanation of how complaints are handled.

The Panel will be taking a paper from the PCC in due course on changes around police complaints handling. The PCC suggested that as the changes will have some interface with the Panel's complaints handling then a working party from the Panel to liaise with the OPCC may be a useful way forward.

**Resolved -**

That the Panel:

- (a) adopt the updated leaflet, guidance document and process flowchart for complaints handling purposes; and
- (b) consider a working group approach between the Panel and OPCC to ensure clear reflection and communication of any new process for police complaints handling.

**284. Work Programme**

Considered -

The report of the Panel Secretariat, inviting the Panel to consider its work.

The Chair noted that there had been a number of suggestions during the meeting of items to add to the forward plan and Councillor Wilkinson wished to particularly note that it would be helpful to receive a briefing on cybercrime and fraud. The PCC suggested that there may be an opportunity for the OPCC to work with the Panel to provide briefings around matters of interest where helpful. It was agreed that the Secretariat officer will liaise as appropriate with the OPCC on this.

The Secretariat officer wished to note for Members that the date of the precept meeting in February 2019 had been set at Tuesday 5<sup>th</sup> February at 1pm. At the request of some of the Members a mid-year review of the policing budget/financial position had been added in to the forward plan for the summer but may be better scheduled in for the autumn time.

The Chair adjourned the meeting at 12:15pm for a 30-minute break.

**Resolved -**

That the Work Programme be updated to reflect the scheduling of the items highlighted during the course of the Panel meeting.

**285. Recent HMICFRS Inspection Outcomes**

**(a) Police Effectiveness in North Yorkshire 2017**

Considered -

The oral update of the Police and Crime Commissioner of the Police effectiveness in North Yorkshire 2017 report.

The Chair welcomed Acting Chief Constable (Acting CC) Lisa Winward to the meeting.

The PCC felt reassured that the rating given to the force was “good” as it suggests that the core business of policing in the area is good. The PCC referred to the statistics for domestic abuse reports on page 63, which would indicate a much lower rate of domestic abuse than elsewhere in the country. Further work has been underway through the National Rural Crime Network (NRCN) to review figures against the crime survey for England and Wales and there is a clear discrepancy between urban and rural areas, with a much lower rate of reporting in rural areas. Further research is being done to help understand why that is the case. This will be completed in the autumn.

The PCC was asked about the lifetime management of serious organised criminals and whether she was satisfied that this is being addressed. The PCC expressed the view that while there have been improvements within the force on this, NYP still needs to better understand the impact of serious organised crime in rural areas.

The PCC was also asked about the how the force is dealing with the identified lack of suitably qualified investigators. The Acting CC summarised the approach which included looking to bring in investigators via a different entry path, reviewing pay to ensure that those undertaking difficult work are adequately rewarded plus good training and accreditation.

**Resolved -**

That the update be noted.

**(b) North Yorkshire Police Crime Data Integrity Inspection 2017**

Considered -

The report of the Police and Crime Commissioner on the North Yorkshire Police Crime Data Integrity Inspection 2017.

The PCC fully acknowledged the findings of the inspection and that it was unsatisfactory that the force was found to be “inadequate” regarding crime recording but indicated that the actions in place within NYP should give some reassurance to the Panel.

The Panel were advised that crime recording rules are very complex and that more forces are struggling with crime recording than are achieving a “good” outcome. HMICFRS are looking closely at this for all forces now.

The PCC was asked by a Member if she felt that victims are being failed due to delays in referrals to victims support as a result of delayed or inaccurate crime recording. The PCC advised that HMICFRS had done dip sampling and found no evidence that victims were losing out. However it was acknowledged that the sampling had been limited so Supporting Victims would be looking at this further.

The Acting CC described in detail to the Panel the process for recording a reported crime and advised that there is an incident log created for every report. An officer will attend following a report and ensure victim care and then has to complete a template report within 24 hours to formally validate the crime. This is the point HMICFRS have measured the force on. 80% of the time they are doing this within 24 hours. The force has looked at hundreds of the incidents reviewed by HMICFRS and it appears that appropriate investigations and safeguarding measures are being put in place quickly but the force has failed the standard on validation. The Acting CC felt reassured that a good service is being delivered to the community but acknowledged the importance of this final recording task. The DPCC expanded further that part of the issue for the force has been around understanding the different roles in the process. In certain cases it can also take some time to record accurately and fully understand the issues.

Work is now underway to ensure that officers are recording properly and that this is done sooner than the 24-hour limit. The force is also looking to learn from good practice in Devon and Cornwall. Further to a question from a Member regarding the potential benefits from the rollout of mobile working technology, the Panel heard that this will ensure that information recorded will go automatically into the central system; it will be intuitive and avoid double-keying.

Members expressed concern about the impression that the report may give to the public in that it may indicate that a good service is not being provided. The force will need to be clear what it is doing to tackle the issues. Concern was also noted that, more broadly speaking, the force appeared to have more areas identified as “requiring improvement” under the PEEL inspection regime in 2017 than previously. The Panel will be taking a further update report on the improvement measures in place on some of these report in due course. It was noted that the planned investments to the FCR will help to improve crime recording and a further report on these plans will be taken in due course.

**Resolved -**

That the report be noted.

## **286. Promoting Engagement between the Panel and Community Safety Partnerships**

Considered -

The report of the Panel Secretariat and Chairs of the Safer York and North Yorkshire Community Safety Partnerships (NYCSP) considering the potential benefits for both the Panel and the Community Safety Partnerships in fostering more regular engagement.

The Chair welcomed the visitors to the Panel from the two area Community Safety Partnerships (CSPs) and invited them to comment on what is working well, what is not working well and how the Panel could help to improve things.

Both partnerships commented on the good engagement of their members and the importance of ensuring that their priorities align well with those of the Police and Crime Plan, while avoiding duplication. It was felt the Panel may be able to assist around this. The two partnerships have an effective working relationship which has been particularly productive around areas such as domestic abuse. The NYCSP is currently looking at its

first domestic homicide review in Selby. It was identified that it can be difficult to engage with Health at the CSP meetings, although they are heavily involved in the sub-groups. The PCC advised that she co-Chairs the Crisis Care Concordat and that there is an opportunity to link up the work of the Concordat with the CSPs.

Further to a proposal from the Panel Chair it was agreed that the area CSPs would provide an update report to the Panel twice a year, looking at their priorities and how these are being achieved.

**Resolved -**

- (a) That the report and paper provided at Appendix A be noted.
- (b) That the Panel take a biannual update report from the area CSPs.

The meeting concluded at 1:30pm.

DP

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